The Influence Of Supervison, Workload and Work Stress to The Performance Of Inpatient Installation Nurses at Murni Teguh Memorial Hospital Medan

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Abstract

The many demands of the community with nursing services and the emergence of competition in many health service facilities urge hospital management to always improve nursing services through improving nurse performance. This is because nurses are the largest number of health workers and are on duty for 24 hours to serve patients, especially nurses who are in charge of providing nursing services in inpatient installations. This research is a quantitativ research with a cross sectional approach. This study aims to analyze the effect of supervision, workload and work stress on the performance of inpatient installation nurses at Murni Teguh Memorial Hospital Medan. The population is all health workers (nurses) on duty in the Inpatient Installation totaling 224 people and all of them are sampled. Data collection techniques through questionnaire dissemination, documentation and literature study. The analysis method uses univariate, bivariate and multivariate analysis using multiple linear regression equations. The results showed that supervision, workload and work stress affected nurse performance and the dominant supervision variables influenced. The conclusion of the study was that supervision, workload and work stress affect the performance of Inpatient Installation nurses at Murni Teguh Memorial Hospital Medan. It is recommended that the head of the room should provide regular supervision in an effort to guide and direct nurses so that they have good competence in carrying out nursing service duties more effectively and efficiently.

Keywords: Nurse Performance, Head Of Space, Supervision, Workload, Work Stress.

INTRODUCTION

Health services provided by a hospital will be growing and facing a lot of competition between good government hospitals, private and foreign (A. A. Novagita, 2019). The community also demands that the Hospital be able to provide services with the concept of one step quality service, which must provide all health service needs and related services, patient needs that must be served by the hospital easily, fast, accurate, quality, at an affordable cost (Al Rasyid, 2021). With the enactment of the Consumer Protection Law, managers are required to be more responsible and provide quality service (Hakman et al., 2021).

Service Nursing is something that must be considered, maintained and Improved quality in accordance with applicable standards (Yolanda, 2021). Community As consumers or clients in the hospital will feel the service is satisfactory nursing, if the service is of high quality (Asmuji &

Jember, 2021). Nurses on duty for 24 hours to serve patients, and the number of Nurses are more dominant in hospitals, ranging from 40 – 60% (Devara Alan Putri & Ari Fakhrur Rizal, 2020). By reason the hospital is expected to have nurses who perform well to support hospital performance so that satisfaction can be achieved from nurses and clients/patients (Suroso, 2011).

Heavy workload affects patient output and nurse performance. Nurses who have the perception of too heavy a workload can decrease nurse performance and medication errors in patients (Macphee et al., 2017).

Based on the results of research on the Effects of Work Fatigue, Work Stress, Work Motivation and Workload on Nurse Performance at Makassar City Hospital, it was found that there was no effect of work fatigue on nurse performance at Makassar City Hospital, but there is an influence of work stress, work motivation and workload respectively on the performance of nurses at the City Hospital (Macphee et al., 2017).

Based on the results of previous research on the Effect of Work Fatigue, Work Stress, Work Motivation and Workload on Nurse Performance at Makassar City Hospital, it was found that there was no effect of work fatigue on nurse performance at Makassar City Hospital, but there was an influence of work stress, work motivation and workload respectively on nurse performance at Makassar City Hospital and the most influential factor on nurse performance at Makassar City Hospital was the factor Workloa (Basalamah et al., 2021). Research conducted at Martha Friska Pulo Brayan Hospital, it was found that: There is a relationship between the supervision of the head of the room and the documentation of care Nursing. (Ginting & Harahap, 2019).

METHOD

This study used a cross-sectional quantitative approach, where the population was Inpatient Installation nurses at Murni Teguh Memorial Hospital. The sampling technique in this study used was total sampling, where all members of the population were used as research samples(Tiana & Amalia, n.d.). The population in this study was all health workers (nurses) on duty at the Inpatient Installation totaling 224 people. The method of data collection is carried out by questionnaires and study documentation (Ilmiah Potensia ; Nurjanah & Anggraini, 2020). Questionnaire data collection was carried out by submitting a list of questions (questionnaires) that had been used from previous studies (Djajanegara, 2018). Documentation studies are carried out to obtain secondary data in the form of data number of nurses and profile of Murni Teguh Memorial Hospital. Bivariate analysis of the data uses univariate analysis, bivariate analysis and multivariate analysis (Khademi, 2018). The analysis looks at the linkage between the independent variable and the dependent variable by using the Chi square statistical test with a significant rate ($\alpha<0.05$)

(Kusuma & Taiyeb, 2020). Multivariate analysis in research to see the effect between independent variables together on dependent variables using multiple linear regression tests (Sun et al., 2023).

RESULT

The characteristics of the frequency distribution of inpatient installation nurses at Murni Teguh Memorial Hospital Medan, can be seen in table 1 below:

Table 1. Characteristics of frequency distribution of inpatient installation nurses in Murni firm

Variables	Frequency	%
Age (years)		
<25	92	41,1
25–45	125	55,8
> 45	7	3,1
Gender		
Female	205	91.5
Male	19	8,5
Recent Education		
Diploma (D3)	146	65,2
Strata (S1) Kep/Ners	78	34,8
Length of Work		
1-5 years	168	75.0
6-10 years	53	23,7
>10 years	3	1,3
Employee Status		
Not Fixed	80	35,7
Remain	144	64,3
Marital Status		
Mary	63	28,1
Unmarried	161	71.9

Table 1. The above shows the characteristics of respondents, namely nurses inpatient installation at Murni Teguh Memorial Hospital Medan. Characteristics of Respondents based on age, the majority aged 25-45 years as many as 125 people (55.8%). Characteristics of respondents by gender type, the majority of women as many as 205 people (91.5%). Characteristics of respondents based on education, the majority of Diploma strata 3 (D3) as many as 146 people (65.2%). Characteristics of respondents by length of service, the majority for 1-5 years as many as 168 people (75%). Characteristics of respondents based on employee status, the majority of employees remained as many as 144 people (64.3%). Characteristics of respondents based on marital status, the majority were not married 161 people (71.9%).

Table 2. Cross-Tabulation of the Relationship of Supervision, Workload and Work Stress with Inpatient Installation Nurse Performance

Variabel Independen	F	%
Supervision	3	
a. Good	66	29,5
b. Enough	105	46,9
c. Not good	53	23.7
Workload		
a. Light	50	29,5
b. Medium	111	46,9
c. Weight	63	23,7
Work Stress		
a. Light	66	29,5
b. Medium	131	58,5
c. Weight	27	12,1
Total	224	100,0

Based on Table 2 above on the questionnaire statement regarding supervisory factors, it can be known by 34 respondents. The majority of categories were 105 respondents (46.9%). In the questionnaire statement regarding workload factors as in the table above, it can be seen that the majority of medium categories are 111 respondents (49.6%). While in the statement in the questionnaire regarding work stress factors, it can be seen that the majority of categories are moderate responses 131 (58.5%).

Table 5. Category Distribution of Nurse Performance Factors

No	Supervision	F	%
1	Good	66	29.5
2	Enough	131	58.5
3	Not enough	27	12,1
	Total	224	100.0

Based on Table 5 above to statements on the questionnaire about factor performance nurse, got is known category a sufficient majority of 131 respondents (58.5%), the rest good category 66 respondents (29.5%) and categories less 27 respondents (12.1%). Detailed advice on the use of images is as follows:

Table 6. Cross-Tabulation of the Relationship of Supervision, Workload and Stress Work with Inpatient Installation Nurse Performance

Variable Independent	Nurse Performance						Total		*P-value*
	Good		Enough		Not enough Good		F	%	
	F	%	F	%	F	%			
Supervision	3								
a. Good	32	47,8	31	46,3	4	6.0	67	100.0	0.000
b. Enough	26	24,8	68	64,8	11	10.5	105	100.0	
c. Not good	8	15,4	32	61.5	12	23,1	52	100.0	
Workload									
a. Light	24	48.0	23	46.0	3	6.0	50	100.0	0.000
b. Currently	32	28,8	74	66,7	5	4,5	111	100.0	
c. Heavy	10	15 ,9	34	54 ,0	19	30 ,2	63		
Stress Work									
a. Light	40	54,8	31	42.5	2	2,7	73	100.0	0.000
b. Currently	24	21,4	79	70.5	9	8.0	112	100.0	
c. Heavy	2	5,1	21	53,8	16	41.0	39	100.0	

Based on the table above, it can be seen that there are 67 nurses who perform well, namely 32 people (47.8%) and the least underperformers are 4 people (6%). The nurse stated sufficient supervision of 105 people, of whom more performed well at 68 people (64.8%) and underperformed the least Less well, namely 11 people (10.5%). Nurse says supervision is not good namely 52 people, of whom more moderately performed, namely 32 people (61.5%) and the least good performers are 8 people (15.4%). The results of the statistical test obtained ap value of 0.000<0.05, meaning that there is a significant relationship between Supervision and the performance of inpatient installation nurses.

Nurses feel a light workload of 50 people, of whom more Many perform well at 24 people (48%) and underperform at least well ie 3 people (6%). Nurses feel a moderate workload of 111 people, among whom are the more performers, namely 74 people (66.7%) and At least underperform, namely 5 people (4.5%). The nurse feels the heavy workload is 63 people, of whom more perform moderately, namely 34 people (54%) and the least good performers are 10 people (15.9%). The statistical test result obtained a value of 0.000<0.05, meaning that there was a significant relationship between workload and inpatient installation nurse performance.

Nurses experienced mild work stress of 73 people, of whom more performed well at 40 people (54.8%) and performed the least less well, namely 2 people (2.7%). Nurses experience moderate work stress That is 112 people, of whom more perform moderately at 79 people (70.5%) and are at least underperformers of 9 people (8%). The nurse experienced severe work stress,

which was 39 people, among whom performed more Enough was 21 people (53.8%) and the least good performers were 2 people (5.1%). The results of the statistical test obtained ap value of 0.000<0.05, meaning that there is a significant relationship between work stress and the performance of inpatient installation nurses.

Tabel 7. Results of Hypothesis Coefficients Testing (a)

No.	Variable	B grade	Sig.
	Constant	9,578	
1.	Supervision	0.330	0.000
2.	Workload _	0.327	0.000
3.	stress Work	0.308	0.000 _

Based on the results of multiple linear regression tests, the supervision variable has a value p = 0.000 <0.05, meaning that there is an influence of supervision on nurse performance in patient installation at Murni Teguh Memorial Hospital Medan.

Based on the results of the workload variable multiple linear regression test Having ap value = 0.000 < 0.05 means that there is an effect of the workload on nurse performance Inpatient Installation at Murni Teguh Memorial Hospital Medan.

Based on the results of multiple linear regression tests, work stress variables have: P value = 0.000 < 0.05 means that there is an effect of work stress on performance Inpatient Installation nurse at Murni Teguh Memorial Hospital Medan.

DISCUSSION

1. The Effect of Supervision on the Performance of Inpatient Installation Nurses at Murni Teguh Memorial Hospital Medan

The results showed that the inpatient installation nurse on duty at Murni Teguh Memorial Hospital Medan stated that the supervision of the head of the room was mostly categorized as sufficient (46.9%). Based on the results of multiple linear regression tests, the supervision variable has a value of p = 0.000 <0.05, meaning that there is an influence of supervision on the performance of Inpatient Installation nurses at Murni Teguh Memorial Hospital Medan. In other words, the better the supervision received by the nurse, the nurse's performance will increase.

The results of this study support (Oktaviani & Rofii, 2019) statement in their research that efforts are made to provide support to nurses, one of which is through supervision activities. Proper supervision will increase comfort and reduce anxiety so that staff can carry out activities with support and guidance (Ulloh & Haryani, 2018). Also supports the statement of (Munawar et al., 2019) that supervision is a forum to guide and improve the competence of the supervised party in order to be able to carry out predetermined tasks or work effectively and efficiently.

According to the researcher's assumption that the results of this study show the influence of supervision on the performance of Inpatient Installation nurses at Murni Teguh Memorial Hospital Medan because nurses in carrying out their duties need guidance and direction from superiors, in this case the head of the room. Supervision provided in accordance with the needs of nurses will cause motivation and willingness of nurses to improve their performance in providing nursing services to patients in the inpatient room.

2. The Effect of Workload on the Performance of Inpatient Installation Nurses at Murni Teguh Memorial Hospital Medan

The results showed that the inpatient installation nurse on duty at Murni Teguh Memorial Hospital Medan stated that the majority workload was categorized as medium (46.9%). Based on the results of multiple linear regression tests, the workload variable has ap value = 0.000 <0.05, meaning that there is an influence of workload on the performance of Inpatient Installation nurses at Murni Teguh Memorial Hospital Medan. In other words, the more normal the workload carried by nurses, the nurses' performance increases.

The results of this study support the statement of (Macphee et al., 2017b) that heavy workload affects output to patients and nurse performance. Nurses who have the perception of too heavy workload can decrease nurse performance and medication errors in patients (Putra Ananta & Dirdjo, 2021). Also supports the statement of (Ahmad et al., 2019) that there is a relationship between workload and performance, namely if the increased fatigue of workers in completing their work is not in accordance with their physical and mental abilities, it can cause reduced work capacity and endurance so that it will have an impact on decreasing employee performance.

According to the researcher's assumption that the results of this study which show the influence of workload on the performance of Inpatient Installation nurses at Murni Teguh Memorial Hospital Medan are reasonable. This is a fact because nurses with too many tasks and work demands, especially if they are required to work at too high a speed, will cause burdens for nurses such as physical loads, mental loads and time loads that lead to stress and decreased performance. Although sometimes some nurses receive excessive workloads simultaneously and accumulate, actually feel challenged to work more aggressively, quickly make decisions and work based on priority scales, this is not the case for all nurses.

3. The Effect of Work Stress on the Performance of Inpatient Installation Nurses at Murni Teguh Memorial Hospital Medan

The results showed that the inpatient installation nurse on duty at Murni Teguh Memorial Hospital Medan stated that the majority of work stress was categorized as moderate (58.5%). Based on the results of multiple linear regression tests, the work stress variable has ap value = 0.000 <0.05, meaning that there is an effect of work stress on the performance of Inpatient Installation nurses at Murni Teguh Memorial Hospital Medan. In other words, the more normal the work stress felt by nurses, the nurse's performance increases.

The results of this study support the statements of (Trifianingsih, 2017) based on research findings that work stress in nurses really needs attention, because if a nurse experiences high stress it will have an impact on the quality of service. Someone who experiences stress has irritable, moody, restless, anxious behavior and low morale (Andrianti et al., 2017). Therefore, when a nurse is exposed to stress, performance in providing nursing services will decrease, and in the end will bring complaints from patients (Massie et al., 2018).

According to the researcher's assumption that the results of this study show the effect of work stress on the performance of Inpatient Installation nurses at Murni Teguh Memorial Hospital Medan because work stress is often experienced, especially by inpatient nurses, especially if there are many patients. For this reason, there is a need for remanagement of the division of duties or the division of nurses' work shifts and it is necessary to increase the number of nurses as needed by borrowing nurses from other inpatient rooms.

CONCLUSION

Based on the results of research and discussion, the author can conclude:

1. Supervision of the head of the room affects the performance of the Murni 's nurses Teguh Memorial Hospital Medan Inpatient Installation.
2. Workload affects the performance of nurses of the Murni Teguh Memorial Hospital Medan Inpatient Installation*
3. Work stress affects the performance of nurses of the Pure Inpatient Installation Teguh Memorial Hospital Medan.
4. The most influential variable on the performance of nurses of the Murni Teguh Memorial Hospital Inpatient Installation is the supervision of the head of the room.

SUGESSTIONS

It is recommended that the head of the room should provide regular supervision in an effort to guide and direct nurses so that they have good competence in carrying out nursing service duties more effectively and efficiently.

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